



# TORQ Analysis of Weighers, Measurers, Checkers, and Samplers, Recordkeeping to Insurance Claims Clerks




## INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-5111.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

Grand TORQ:

87

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level		91		Level		87		Level		84	
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Comprehension	55	11	78	Active Listening	54	1	75	Customer and Personal Service	79	28	85
Speech Clarity	46	11	68					Clerical	71	22	83
Oral Expression	57	9	72								
Written Expression	48	9	65								
Speech Recognition	53	7	72								
Near Vision	57	7	65								
Information Ordering	48	6	62								
Inductive Reasoning	46	7	50								
Deductive Reasoning	46	4	59								
Oral Comprehension	53	3	68								

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Weighers, Measurers, Checkers, and Samplers, Recordkeeping and Insurance Claims Clerks.

## ASK ANALYSIS

### Ability Level Comparison - Abilities with importance scores over 50

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Claims Clerks	Importance
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Written Comprehension	44	55	78
Oral Expression	48	57	72
Speech Recognition	46	53	72
Oral Comprehension	50	53	68
Speech Clarity	35	46	68
Written Expression	39	48	65
Near Vision	50	57	65
Information Ordering	42	48	62
Deductive Reasoning	42	46	59
Selective Attention	48	32	56
Problem Sensitivity	42	41	50
Inductive Reasoning	39	46	50
Category Flexibility	44	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Claims Clerks	Importance
Reading Comprehension	76	58	77
Active Listening	53	54	75
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Claims Clerks	Importance
Customer and Personal Service	51	79	85
Clerical	49	71	83

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Claims Clerks	Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Claims Clerks
10+ years	14%	2%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	17%	0%	Master's Degree	0%	2%
2-4 years	15%	27%	Post-Bachelor Cert	0%	0%
1-2 years	14%	20%	Bachelors	0%	0%
6-12 months	17%	14%	AA or Equiv	9%	5%
3-6 months	1%	5%	Some College	23%	32%
1-3 months	2%	15%	Post-Secondary		



O-1 month	2%	4%	Postsecondary Certificate	6%	6%
None	14%	9%	High School Diploma or GED	60%	53%
			No HSD or GED	0%	0%

Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Insurance Claims Clerks

## Most Common Educational/Training Requirement:

Short-term on-the-job training

Moderate-term on-the-job training

## Job Zone Comparison

1 - Job Zone One: Little or No Preparation Needed

2 - Job Zone Two: Some Preparation Needed

No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

## Tasks

Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Insurance Claims Clerks

## Core Tasks

## Core Tasks

## Generalized Work Activities:

## Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

## Specific Tasks

## Specific Tasks



## Occupation Specific Tasks:

- Collect or prepare measurement, weight, or identification labels; and attach them to products.
- Collect product samples and prepare them for laboratory analysis or testing.
- Communicate with customers and vendors to exchange information regarding products, materials, and services.
- Compare product labels, tags, or tickets, shipping manifests, purchase orders, and bills of lading to verify accuracy of shipment contents, quality specifications, and/or weights.
- Compute product totals and charges for shipments.
- Count or estimate quantities of materials, parts, or products received or shipped.
- Document quantity, quality, type, weight, test result data, and value of materials or products, in order to maintain shipping, receiving, and production records and files.
- Examine products or materials, parts, subassemblies, and packaging for damage, defects, or shortages, using specification sheets, gauges, and standards charts.
- Fill orders for products and samples, following order tickets, and forward or mail items.
- Inspect incoming loads of waste to identify contents and to screen for the presence of specific regulated or hazardous wastes.
- Inspect products and examination records to determine the number of defects per worker and the reasons for examiners' rejections.
- Maintain financial records, such as accounts of daily collections and billings, and records of receipts issued.
- Maintain, monitor, and clean work areas, such as recycling collection sites, drop boxes, counters and windows, and areas around scale houses.
- Operate scalehouse computers to obtain weight information about incoming shipments such as those from waste haulers.
- Prepare measurement tables and conversion charts, using standard formulas.
- Remove from stock products or loads not meeting quality standards, and notify supervisors or appropriate departments of discrepancies or shortages.
- Signal or instruct other workers to weigh, move, or check products.
- Sort products or materials into predetermined sequences or groupings for display, packing, shipping, or storage.

## Occupation Specific Tasks:

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.
- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

## Detailed Tasks

## Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

## Tools - Examples

- 10-key calculators



- Store samples of finished products in labeled cartons and record their location.
- Transport materials, products, or samples to processing, shipping, or storage areas, manually or using conveyors, pumps, or hand trucks.
- Unload or unpack incoming shipments.
- Weigh or measure materials, equipment, or products to maintain relevant records, using volume meters, scales, rules, and/or calipers.

#### Detailed Tasks

##### Detailed Work Activities:

- attach or mark identification onto products or containers
- collect fees
- compute financial data
- confer with vendors
- convey cargo by hand truck
- direct and coordinate activities of workers or staff
- inspect products or materials for damage, defects, or shortages
- interview customers
- load, unload, or stack containers, materials, or products
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- operate business machines
- operate calculating devices
- package goods for shipment or storage
- process orders for merchandise
- read blueprints
- repair and maintain grounds keeping equipment and tools
- requisition stock, materials, supplies or equipment
- retrieve or place goods from/into storage
- signal directions or warnings to coworkers
- sort books, publications, or other items
- stock or organize goods
- take inventory to identify items to be reordered
- understand measuring devices
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

- Desktop computers

- Dictation machines

- Personal computers

## Labor Market Comparison



Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Claims Clerks	Difference
Median Wage	\$ 28,060	\$ 31,380	\$ 3,320
10th Percentile Wage	\$ 20,110	\$ 24,090	\$ 3,980
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 33,770	\$ 36,980	\$ 3,210
90th Percentile Wage	\$ 37,710	\$ 42,620	\$ 4,910
Mean Wage	\$ 28,450	\$ 32,190	\$ 3,740
Total Employment - 2007	310	1,810	1,500
Employment Base - 2006	302	1,849	1,547
Projected Employment - 2016	292	1,699	1,407
Projected Job Growth - 2006-2016	-3.3 %	-8.1 %	-4.8 %
Projected Annual Openings - 2006-2016	8	22	14

### National Job Posting Trends

Trend for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Trend for  
Insurance  
Claims  
ClerksData from [Indeed](http://Indeed.com)

### Recommended Programs

General Office/Clerical and Typing Services



General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

### Maine Statewide Promotion Opportunities for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	100	1	310	\$28,060.00	\$0.00	-3%	8
43-9041.02	Insurance Policy Processing Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22
43-9041.01	Insurance Claims Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22
43-5051.00	Postal Service Clerks	85	2	580	\$44,780.00	\$16,720.00	-3%	13
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	84	3	7,220	\$29,840.00	\$1,780.00	6%	177
13-2053.00	Insurance Underwriters	83	3	460	\$56,090.00	\$28,030.00	-1%	12
43-5011.00	Cargo and Freight Agents	83	2	170	\$40,360.00	\$12,300.00	5%	5
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	83	2	970	\$41,950.00	\$13,890.00	-12%	10
43-6014.00	Secretaries, Except Legal, Medical, and Executive	83	2	10,400	\$28,260.00	\$200.00	-6%	172
29-2071.00	Medical Records and Health Information Technicians	83	3	760	\$29,180.00	\$1,120.00	16%	34
43-3051.00	Payroll and Timekeeping Clerks	83	3	650	\$30,470.00	\$2,410.00	-3%	17
43-4141.00	New Accounts Clerks	83	2	210	\$28,080.00	\$20.00	-14%	6
43-4011.00	Brokerage Clerks	82	3	270	\$39,120.00	\$11,060.00	-13%	8



43-4131.00	Loan Interviewers and Clerks	82	2	770	\$28,060.00	\$0.00	-9%	14
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	82	3	510	\$30,330.00	\$2,270.00	12%	10

### Top Industries for Insurance Claims Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

### Top Industries for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Other support services	561900	18.46%	14,586	15,601	6.96%
Grocery stores	445100	8.37%	6,614	5,634	-14.81%
Warehousing and storage	493100	4.60%	3,638	3,793	4.28%
Miscellaneous durable goods merchant wholesalers	423900	3.36%	2,658	2,383	-10.36%
Animal slaughtering and processing	311600	3.08%	2,437	2,171	-10.89%
Grocery and related product wholesalers	424400	2.94%	2,322	1,982	-14.62%





Nonmetallic mineral mining and quarrying	212300	2.23%	1,766	1,480	-16.21%
Wholesale electronic markets and agents and brokers	425100	2.17%	1,714	1,519	-11.40%
Other general merchandise stores	452900	1.79%	1,417	1,498	5.71%
Plastics product manufacturing	326100	1.74%	1,378	1,140	-17.24%
Fruit and vegetable preserving and specialty food manufacturing	311400	1.66%	1,310	927	-29.21%
Local government, excluding education and hospitals	939300	1.45%	1,145	1,005	-12.29%
Employment services	561300	1.30%	1,029	1,017	-1.18%
Crop production; primary job	111000	1.29%	1,016	526	-48.24%
Miscellaneous nondurable goods merchant wholesalers	424900	1.24%	977	829	-15.12%